

determining [the availability of] the agent based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria;

responding to the query with the determined availability of the agent; and

connecting the call to the agent.

2. (First Amended) The method according to claim 1, further comprising the step of updating an availability entry for the plurality of agents to indicate that [the] an agent is unavailable for receiving another call when the call is connected to the agent and to indicate that the agent is available for receiving another call when the call connected to the agent terminates.

11. (First Amended) A system comprising:

[an] at least one agent receiving calls from at least two disparate telecommunications networks; and

a processor coupled to the at least one agent and to each telecommunications network from which the agent receives calls, the processor receiving a query from a telecommunications network regarding an availability of the at least one agent for receiving a call, determining [the availability of] the at least one agent based on the availability of the agent as well as one of an agent skill level and a most idle agent criteria, and responding to the query with the determined availability of the at least one agent.